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Information management is critical to successful operations within the Department of Natural Resources. All Information Technology (IT) projects will be conducted in alignment with the departmental Strategic Plan and in a manner that benefits the information management needs of the department in the most economical and efficient manner possible. This policy governs the proposal, evaluation, and prioritization of IT projects and the procedures for project submittal, evaluation, and approval.

DEFINITIONS

CIO: Chief Information Officer. The State CIO leads the Information Technology Services Division (ITSD) for Missouri's 14 consolidated executive departments.

COTS: Commercial Off-The-Shelf. Software built and maintained by a third-party vendor (not ITSD). COTS solutions can be configured in some cases, but this is at an extra cost. Some COTS solutions cannot be configured. COTS software does not become the property of ITSD, but must be maintained by the vendor. There is usually licensing and/or long-term maintenance agreements associated with COTS solutions.

ECM: Enterprise Content Management. ECM is a means of electronically storing and retrieving documents and other content. It can be thought of as an electronic filing room. ECM software was created to help people control and organize all of their work related documents regardless of whether they exist as an email, a paper copy, a word processing document, an image, a spreadsheet, or in some other format.

GIS: Geographic Information Systems. GIS is a system used to capture, store, analyze, manage and present spatial or geographic data. Typically, data is used to create charts, maps and 3D models of the Earth's surface. Within DNR, GIS is used to provide location information for points, lines, and polygons of

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environmental or regulatory interest to the department. Example point data include facility and discharge point locations; example line data include streams and rivers and their associated environmental data; example polygon data include lakes, land disturbance sites, and landfills.

ITGC: Information Technology Governance Committee. The ITGC is composed of DNR staff representing each DNR Division and the Director's Office. The list of ITGC members is posted on the intranet at: http://n-nr1ntra.ads.state.mo.us/itsd/default.htm

ITSD: Information Technology Services Division. ITSD is a division within the Office of Administration and is responsible for all IT across the 14 consolidated executive departments.

Requestor: The person or persons submitting the IT project request.

REFERENCES

Additional information is available on the IT Governance intranet site: http://n-nrlntra.ads.state.mo.us/itsd/default.htm

GENERAL PROVISIONS

The department is responsible for identifying, evaluating and prioritizing the agency's IT needs and clearly communicating those needs and requirements to ITSD. The department is also responsible for dedicating the necessary staff time to IT projects to ensure their success.

ITGC

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The <u>Information Technology Governance Committee</u> is a group of department staff representing each DNR Division and the Director's Office. Each Division can appoint ITGC members at their discretion. ITGC members are not to "champion" their Division's projects but represent the department as a whole and ensure that the department's information management efforts are in line with strategic goals and long-term priorities. ITSD staff also attend ITGC meetings but in an advisory capacity only. They do not vote on approval or prioritization of projects.

IT Project Requests

When to submit an IT Project Request

Project requests that must be submitted to the ITGC include major application development, GIS or enterprise content management (ECM) projects, major enhancements to application development, ECM or GIS projects, large purchases of vendor supported software, and commercial software (often called Commercial-Off-The-Shelf or COTS). Submission of typical tasks or maintenance to the ITGC is not required.

Project Examples

- New development a new system is needed
- Replacements an existing system or database needs to be replaced with a new one; re-platforming is typically considered a replacement.
- Major Enhancements a significant enhancement to an existing database or data system is needed
- Vendor specific software or commercial-off-the-shelf (COTS) solution *Non-Projects Examples*
 - Tasks such as running batch files or other routine processes
 - Minor enhancements that will not require rigorous testing

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It is not practicable to explain every potential situation related to enhancements. For questions about whether an enhancement request falls under the definition of a "project", staff should contact their Division ITGC representative, the DNR IT Policy Director, or ITSD.

How to Submit an IT Project Request

Any department employee may request an IT project. The IT project request process and necessary forms (Attachment A) can be found at: http://n-nr1ntra.ads.state.mo.us/itsd/default.htm. Every IT Project request must receive approval through the requestor's chain-of-command through the Division Director or their designee. Approval by the chain-of-command indicates support for the project and acknowledgement that staff time will be dedicated to the project in order for it to be successful. A division ITGC representative will also sign the project request; this is not a statement of approval but an acknowledgement that the ITGC representative will provide tools to help the DNR project team successfully complete the project.

This policy does not address program or division-specific procedures for IT project request approval. Those policies and procedures are implemented at the discretion of each division or program.

Completed IT request documentation should be submitted to the DNR IT Policy Director or to a Division ITGC representative. The DNR IT Policy Director or the Division ITGC representative will make the project information available to the ITGC for their consideration prior to an ITGC meeting. ITGC meeting schedules along with deadlines for project request submittals for each meeting are posted on the Intranet at:

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http://n-nr1ntra.ads.state.mo.us/itsd/default.htm. The ITGC may ask that the requestor attend a portion of the ITGC meeting or may ask for additional information before evaluating the project request.

Information Required for IT Project Proposals

The information required on an IT project proposal is used to evaluate the connection to the department's mission, strategic goals, and long-term priorities. The information is also used to understand the request, evaluate the benefit and necessity of the project and to understand how this project may be able to be used for other, similar projects throughout the department.

The requestor must be able to clearly explain the need for the project and describe the benefits of the project to the department and regulated entities or the general public. All projects must identify department staff who will serve as DNR project team members. The entire project submittal, including a list of DNR project team members, must have approval through the requestor's chain of command, up to and including a Division Director or their designee.

ITGC Project Evaluation and DNR Approval

The ITGC evaluates IT project requests based on the information provided on the required IT Project Request forms and any additional documents provided by the requestor. The ITGC scores projects according to the IT Project Evaluation Form (Attachment B) which can be found at: http://n-nr1ntra.ads.state.mo.us/itsd/default.htm. Information on this form, including the scores, is required by ITSD before a project can gain CIO approval.

The ITGC considers a variety of factors when evaluating and prioritizing projects. These factors include, but are not limited to, customer service (external regulated entities, stakeholders or the general public) benefit, efficiency gains, whether or

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not the project is required and the nature of the requirements (statutes, regulations, other), the completeness and quality of the information provided in the project request and the impact of this project to the mission of the department.

The ITGC makes a determination to approve the project, not approve the project, request additional information before a decision is made, or refers the project back to the requestor to better document project requirements. A better definition of requirements could come through process improvement or a business process mapping effort. Once a project has been approved by the ITGC, the Department Director or their designee will make the final department approval and the project information will be given to ITSD. The IT Policy Director or a Division ITGC representative will let the project requestor know the final decision regarding the project request.

ITSD Project Approval

Once a project has department approval, the IT Policy Director will submit all project information, including the ITGC Evaluation Form, to ITSD. ITSD has a separate project approval and evaluation process. The department's process has been designed to fit easily within ITSD's process. Much of the information required on the ITGC Project Forms is also required by ITSD as a part of their process. All IT projects require the approval of the State CIO before a project can begin.

Project Prioritization

Once ITSD approves a project, ITSD will provide information about whether IT resources are available to do the project and, if not, whether hiring contract staff may be appropriate. In some cases, specific ITSD staff is needed on specific IT projects. This is usually due to their past history on projects or prior knowledge or experience with the specific subject area.

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Depending on the scope of the project and the availability of needed ITSD resources, the ITGC may need to prioritize the project in the context of other approved, but not started, projects. The ITGC considers a number of factors when determining prioritization. These include, but are not limited to, project evaluation scores, mandatory deadlines driven by statute or regulation changes or other factors, and whether or not the project must be completed before a later anticipated project can begin. The IT Policy Director or a Division ITGC representative will let the project requestor know about discussions involving project prioritization and timing.

IT Project Initiation

Once the project is approved to begin, ITSD will coordinate with the DNR project team members and the project will begin. The success of an IT project depends on many factors including active participation from department staff, timely decisions and feedback, and positive working relationships among team members. DNR project team members are expected to fully participate in all aspects of the project and may be asked to provide a project status update to the ITGC or their Division. IT projects that are maintaining progress will not be put on hold or stopped unless there are extenuating circumstances or emergencies that require immediate reassignment of key department or ITSD staff.

If department staff have concerns or have identified issues related to an ongoing IT project, they should contact the DNR project sponsor, their Division ITGC representative or the IT Policy Director for assistance.

IT Project Status and Putting Projects On Hold

ITSD will routinely provide status updates to the ITGC and DNR IT Policy Director on all active IT projects. The DNR IT Policy Director and/or the ITGC have the ability to put projects on hold if there are issues which cause projects to

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stall. Before a project is put on hold, every effort to resolve the issue will be made, including communication and coordination with the project sponsor and/or the appropriate Program and Division director(s).

Once an IT project is put on hold, ITSD resources will be re-assigned to other projects. The on-hold project will need to be re-prioritized before re-start.



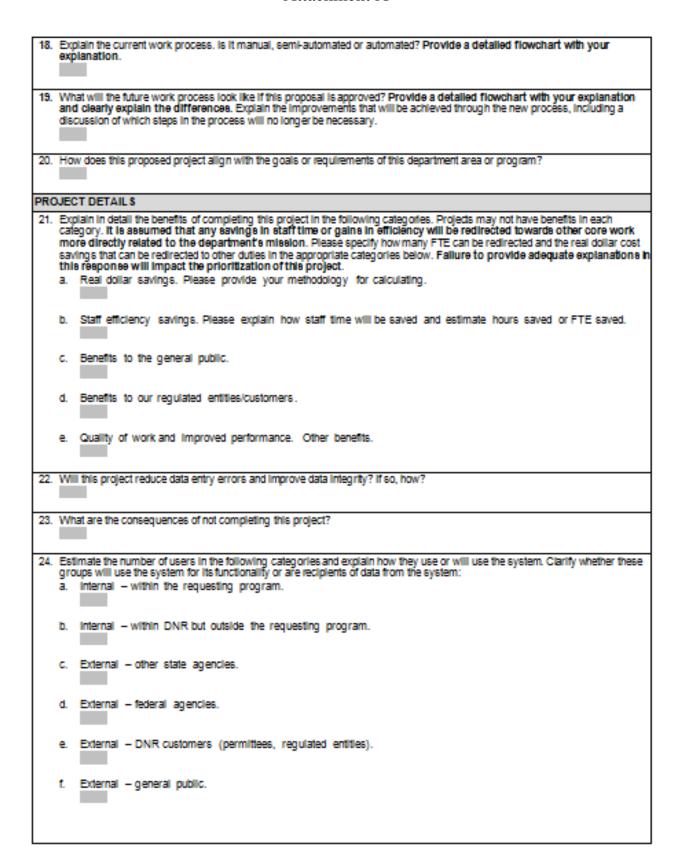
MISSOURI DEPARTMENT OF NATURAL RESOURCES IT PROJECT REQUEST FORM

IT PROJECT REQUEST FORM INFORMATION

This form must be submitted to the ITGC for evaluation before the project can begin. This document must be approved and signed

and Division Director) and the Division iTGC representative. This form and supporting documentation will be evaluated by the iTGC for approval and prioritization. The iTGC and/or OA-ITSD may request additional information at a later date. Provide responses after each item.					
	This form and the other required information can be submitted via email to Kimberly Hoke, DNR IT Director (kimberly.hoke@dnr.mo.qov).				
BAC	KGROUND INFORMATION				
1.	Requestor/Main Department of Natural Resources contact for this project.				
NAME	PHONE NUMBER: ENAL:				
DIVISION	PROGRAM:				
2.	What is the title of this project?				
(What type of project is this? Please select all that apply. a. Application Development Project i. New Project/New Data Management System ii. Enhancement to Existing System iii. Addition of ECM Component to Existing System iii. Addition of GIS Component to Existing System iii. Addition of GIS Component to Existing System iii. Vendor-Specific or Commercial Off-the-Shelf System iii. Purchase New Vendor-Specific Software iii. Maintenance Agreement for Vendor-Specific Software c. Enterprise Content Management Project iii. Enhancement to an Existing ECM System For ECM projects, in addition to this form, an ECM Project Survey must be submitted. This form, along with additional information about the ECM project can be found at http://in-nrintra.ads.state.mo.us/EnterpriseContentManagement.htm d. Geographic Information Systems Project iii. Enhancement to an Existing GIS System				
4.	Provide a brief description of your project.				
	is this project mandatory because of external requirements? If so, please provide a source of the mandate (statute, regulation, policy, Executive Order, etc.)				
	is there a deadline for completion of this project? If so, what is the deadline? Provide the source of deadline such as regulation, statute, policy etc.				
	Please cite any statutes and regulations that authorize or pertain to the activities associated with this project. For example, if this project relates to water pollution permitting, please provide general statute and regulation citations that cover water pollution permitting.				
8.	Briefly describe the effectiveness and stability of the current process or data management system.				

9.	The majority of IT projects are funded by the departments IT budget. In some rare cases such as Exchange Network Grant or program funds can be used. Are other funds available for this project? No Yes If yes, what is the source of funding?
	How much funding is available?
	What is the time frame for use of the funding?
	Are there restrictions on how the funding may be used?
10.	is this multi-phase project? If so, please explain the position of the current request within the multi-phased framework.
11.	How will this project support the Department of Natural Resources' Strategic Plan/transformational priorities or foundational activities? A description of these efforts can be found at http://n-nr1ntra.ads.state.mo.us/dashboard/DNR-Aug-2013-Dashboard.pdf.
12.	Adequate department staff participation for IT projects is crucial for success. The size of a department team varies depending on the complexity of the project. Refer to the section below titled "DNR Responsibilities" for additional information and descriptions of these roles. Identify as many project resources as possible for each of the following categories. Additional department staff may be needed for a project. If specific staff members are not identified, estimate the number of staff who would participate in each area. If department staff members are not needed in each area, indicate why. a. Project Sponsor (required):
	b. Lead DNR Subject Matter Expert (required):
	c. DNR Project Manager (required):
	d. Steering Committee:
	e. Additional Subject Matter Experts:
	f. User Acceptance Testers:
PRO	DECT DETAILS
13.	Provide a detailed description of this project. Attach additional information as necessary.
14.	Is this a request to purchase a specific off-the-shelf or customized off-the-shelf solution? If so, describe in detail the off-the-shelf solution you are looking for and be sure to include any necessary customization. Be aware that purchasing software may require an existing state contract, proof of single feasible source, or development and release of a formal Request for Proposal per OA Purchasing requirements and State Procurement laws.
15.	How will the data in this system be combined and used with other data collected or used by the department?
16.	When the project is completed, will the system interface with other systems used by the department (e.g. fees tracking, e- permitting, SRF, SAM II, WIMS?) if so, which ones and how do you expect they will interact?
17.	What reports will need to be created based on the data in this project? Should data in this project be sent to the enterprise data warehouse to support those reports?



DNR RESPONSIBILITIES

Successful IT projects require a time investment from DNR staff. While each project is different, most are completed by teams composed of DNR staff, ITSD staff, and in some cases external contractors. It is important for all staff and their managers to understand the time commitment required for a successful IT project. During the course of an IT Project our staff could be expected to:

- Provide project status updates
- Participate in project meetings
- Provide project requirements
- · Provide documentation or answer questions as needed
- Evaluate and provide comments on project documentation or other deliverables
- Approve project deliverables
- Identify potential policy issues and raise them with the appropriate DNR management
- Write and execute test scripts
- Develop a DNR implementation plan (including possible data cleanup and marketing plans)
- Coordinate training

The DNR IT Projects Toolkit was developed to help staff and their managers understand and perform duties they may be responsible for on an IT project. The Toolkit contains helpful background materials and instructions for specific tasks. The Toolkit is available at: http://n-nrintra.ads.state.mo.us/itsd/ProjectsToolkit.htm.

Each Division ITGC representative is responsible for ensuring project teams have the toolkit and for addressing any questions that arise during the project related to DNR responsibilities.

DNR IT PROJECT ROLES

Typical DNR roles on IT projects are described below. Review these roles and consider which roles apply to your project and which staff will best fit the needed roles. Each project proposal is required to have a Project Sponsor, Lead Subject Matter Expert (SME), and DNR Project Manager Identified. If other DNR roles will be needed, those should be identified as well. That information should be provided above.

Project Sponsor

The Project Sponsor is responsible for ensuring that the project team has access to Subject Matter Experts and other DNR staff. The Project Sponsor will resolve any project issues not resolvable by the DNR Project Manager or steering committee and will monitor project cost, schedule, and scope providing final approval for project changes. The Project Sponsor is usually a member of management with the authority to assign staff time as needed for completion of tasks throughout the project.

Lead DNR Subject Matter Expert (SME)

The Lead SME is responsible for coordinating the responsibilities for the assigned Subject Matter Experts. In very large projects, there may be several Lead DNR SMEs for different subject areas. Lead SMEs ensure action items are completed on time and assist with managing project business issues and risks for the project. The Lead SME for the overall system will be responsible for sign off on design documents, and coordinating project changes. The Lead DNR SME is typically the DNR staff member with the most knowledge about project needs and requirements.

Subject Matter Expert (SME)

SMEs represent the department staff that possesses the experience and understanding of the business activities that will be supported by the project. They are expected to make decisions and commitments on behalf of the department that will be required to implement a system supporting this particular business area. They are expected to know the department policy and procedure related to the project. Other SMEs are also knowledgeable about the project needs and requirements; however they coordinate with the Lead SME when a decision is needed.

DNR Project Manager

The DNR Project Manager (sometimes called the Business Project Manager) is responsible for ensuring that the project team has access to all DNR staff required for the project. They will provide project oversight, manage and monitor all aspects of the project to ensure the success of the project. They will resolve any issues not resolvable by the other DNR team members and will present any changes in project scope to the Steering Committee and Project Sponsor. In some projects, the Lead DNR SME is considered the DNR Project Manager. In other projects, the DNR Project Manager serves as a coordinator but does not possess the specific knowledge of the project needs and requirements.

DNR IT PROJECT ROLES (continued) Steering Committee A Steering Committee is normally required for large-scale projects or projects that will require policy decisions. A Steering Committee member is responsible for providing guidance and making decisions regarding the overall project and related policy issues. The Steering Committee Member is responsible for attending the Steering Committee Meetings as needed throughout the project and making resources that are identified in this project charter available based on the approved allocation. Typically the Steering Committee is composed of managers and membership does not require detailed understanding of the technical aspects of the project. User Acceptance Testers User Acceptance Testers represent the DNR staff that possesses experience and understanding of the business activities that will be supported by the project. They will create and execute test scripts specifically related to their area of business activities, log problems, and re-test problems as needed. They will provide business samples and assist with scenarios and User Acceptance. Test Planning and scripts as needed. In most cases, the Lead SME and other SMEs participate as User Acceptance. Testers but projects often require other testers as well. SIGNATURES ITGC Division Representative By signing below, the ITGC Division Representative acknowledges that they have provided the DNR IT Projects Toolkit. materials to the requestor and will be available to assist the DNR project team understand, and execute their responsibilities on this project. Division ITGC Rep. (printed) Division ITGC Rep. (signature) Date Project Requestor and Chain of Command By signing below you are agreeing with the following statements: I have reviewed this document and understand the time commitment that DNR staff may need to provide for this The Information on this form is correct to the best of my knowledge. I request review and prioritization of this proposed project by the ITGC. If approved by the ITGC, I understand that this project must be approved by the State CiO (Chief Information) Once a project begins, if DNR staff become unavailable and are not able to meet project deadlines, the ITGC, in consultation with the project sponsor, will put the project on hold. The project will then need to be re-started at a later date in the context of other approved IT projects, it may need to remain on hold until the appropriate ITSD resources can be put back on that project. Date Requestor (printed) Requestor (signature) Date Section Chief (printed) Section Chief (signature) Date Program Director (printed) Program Director (signature)

Division Director (signature)

Division Director (printed)

Missouri DNR

ITGC Project Evaluation Form

1.	Requestor/Main DNR Conta Name:	act for this project:		
2.	Project Title:			
3.	Date Discussed by ITGC:			
4.	ITGC Comments/Concerns:			
5.	ITSD Comments/Concerns:			
6.	GIS Component?			
7.	ECM Component?			
8.	ITGC Decision:	Approve	Deny	More Information Needed
9.	Summary of the Project			
<u>Inf</u>	ormation Needed For ITSD F	Project Form		
Bei	nefits Analysis [25 points]			
10.	Benefit to the Department quality of work, improved p			future savings, cost avoidance
11.	Extent to which the public b	penefits from the projec	t [10 points].	
12.	Extent to which the project	aligns with the purpose	of this DNR pro-	gram [5 points].

Business Necessity [15 points]

- 13. Extent to which the project is necessary to the Department [4 points].
- 14. Impact of desired outcomes on the Department [4 points].
- 15. Extent to which the project will help DNR achieve its strategic goals and other objectives (Strategic Plan/Transformational Priorities & Foundational Activities) [3 points].
- 16. Is an alternative method available to achieve the desired outcome? Yes No If so, what is the impact of the current method to achieve the desired outcome? [2 points].
- 17. If the project is an upgrade or maintenance, the extent to which it is critical to on-going operations or of future operations [2 points].

Scope of Impact [10 points]

- 18. Impact of opportunities, consequences of not implementing this project, disruptions to departmental operations, loss of productivity, inter-agency coordination, etc. [5 points].
- 19. Extent of impact on stakeholders [3 points].
- 20. Number and diversity of stakeholders identified [2 points].